# TIM installation guide 2.0

### Before you start

#### Please note that Aloha POS 6.7 or higher is required for transfer table functionality within TIM

The TIM Installation process consists of two parts: installation of the Backoffice suite on your server and installation of the TIM client on your iPod(s) and\or iPhone(s). Please ensure the following requirements are met before you start your installation.

#### Backoffice

The Backoffice server is needed for installation of the Backoffice suite. This server should be part of your exisiting Aloha POS network and run your Aloha Interface Server. The hardware and software run on this server should meet the minimum requirements as shown in the following table.

	Minimum	Recommended
Operating System	Windows XP Pro	Windows 7 Pro
Memory	2 GB	4 GB
Processor	Dual Core	Dual Core
Installation disk space	1 GB	2 GB

The Backoffice server will also need to run your Aloha Interface Server which enables TIM to communicate with Aloha. TIM Windows service can manage the starting or stopping of this server, but configuration in Aloha and local system variables must be set.

#### Aloha

Requirements to run TIM on your Aloha system are as follows:

- Aloha Tableservice version 6.5 or higher;
- Aloha Connect should be enabled for TIM to interface with Aloha.
- External Interface Terminals should be licensed equal to the amount of concurrent users in your TIM license.
- · 'Extended Payments' should be enabled when you use PMS Payments.

### Wireless network

TIM clients will need to communicate with TIM Backoffice via a WIFI network. For reference see 'Wireless Best Practices' in this manual to ensure a stable, fast and secure network for your business.

#### iOS devices

Ensure your Apple devices are running the latest version of iOS and are able to connect to the Aloha wireless network. To download TIM Client you will need access to an iTunes account. We recommend separate iTunes accounts per location as access on different computers is limited.



## Aloha manager configuration

### **Activating Aloha Connect interface**

Aloha Manager

- 1. Log into Aloha Manager using an account that can edit the store settings.
- 2. Choose Maintenance > Store Settings.
- 3. Select the System group.
- 4. Select the Interfaces tab.
- 5. Flag the Use FOH COM Interface setting.
- 6. Input the following string into one of the textfields under External Activity
- Interceptors: TIMAlohaInterceptor.Handler.



### Configuring interface server and interface terminal(s)

TIM requires at least one interface server and one interface terminal.

Each TIM client requires an interface terminal, if you have a site with five concurrent TIM clients you would need to configure five interface terminals.

#### Configuring an interface server

The interface server is the instance of IBER.EXE that communicates with the TIM service. Minimum requirement is one, depending on the environment you might use

more. As a rule of thumb we advise you to use no more than 10 TIM clients per Interface Server.

- 1. Log into Aloha Manager using an account that can edit terminals.
- 2. Create a new terminal and name it something logical, like for example TIM ITF SERVER.
- 3. Select a revenue center for this terminal. It doesn't really matter which you select, but Aloha will require you to do so.
- 4. Flag the option interface server.
- 5. Save your settings.



### Configuring an interface terminal

Each TIM client needs to have an interface terminal defined. If your customer wants to use 5 TIM clients at the same time, you will need 5 interface terminals defined.

- 1. Log into Aloha Manager using an account that can edit terminals.
- 2. Create a new terminal and name it something logical, like for example TIM 1.
- 3. Select a revenue center for this terminal. This is the revenue center used by the
- specific client for Tabs. 4. Select a default printer for checks to print to from the TIM client.
- 4. Select a deladit printer for checks to print to
- 5. Flag the option Interface Terminal.
- 6. Select the Interface Server you just created as the Interface Host.
- 7. Save your settings.
- 8. Repeat steps 1 through 7 for every TIM client you have licensed.

Please note that the Radiant Interface Terminal is not flagged

Aloha Manager : Hard Rock Vught #101	- • ×
Manager Options	Lock Info
Table Service	
File Functions Reports Maintenance Utilities Labor Scheduler User Tools View Window Help	
Open Tasks Terminals	Q
Home Page Terminal: 51 Tim 1	
Store Terminal Readers Output Devices	New
Terminals 1dentification	
Number 51	Edit
Name Tim 1	Save
Applications 🏦	June
POS V	Cancel
Settings 2	
Model Radiant T	X Delete
Interface bost Tim Server	Conv
Printers	
Default printer Nota 1	🙆 Close
Voucher printer None 💌	
Label printer None -	Help
Screens â	
Table Service screen None	
Other 2	
Revenue center Restaurant	
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## Setup TIM Backoffice

Ensure you have the latest version of the Backoffice installshield. Please download the latest version of our Backoffice at the <u>Miscellaneous</u> page. Backoffice applications need to be installed on the same machine as where the Aloha Interface Server is running.

### Installation of TIM Backoffice

 Right click on the TIM Backoffice Setup, and click on Run as administrator. If prompted by UAC, then click on Yes to apply permission to allow the program to run with full permission as an administrator.



3. Select the directory you want to install TIM in. Click 'Next >' when done.

🛪 TIM - Time Is Money - InstallAware Wizard			
Destination Folder			
Collecting information	<u>Please select the destination folder for the application.</u>		
Preparing installation	i – ∰ Local Disk (C:) ⊕ – ∭ Dell	<b></b>	
Installing			
Finalizing installation	B → INDEX B → INDEX B → Install B → MSOCache B → MSOCache B → MSOCache B → Perflogs B → Program Files B → ProgramData		
	<u>F</u> older path:		
	C: \Ibertech \TIM		
HOSPITALITY SYSTEMS	Space Required: Available Disk Space: Remaining Disk Space:	37,809 KB 428,324 MB 428,287 MB	
	< Back Next >	Cancel	

4. Click 'Next >' to continue the manual setup for Environment Variables.

11M - Time 15 Money				
Sen	vice set up TIM - Time Is Mo	oney		
		TIM setup		
•	Collecting information	All files are installed, now we're ready to set up the TIM Service.		
•	Preparing installation			
•	Installing			
0	Finalizing installation			
•		Press [Skip] to set up the TIM Service manually.		
	dex			
HOS	PITALITY SYSTEMS			
		<u>N</u> ext >	Skip	

- 5. Make sure you enter the required variables:
- TERM = the number you added to the TIM interface server in Aloha Manager TERMSTR = should be the same as the other terminal and fileserver variables NUMTERMS = should be the same as the other terminal and fileserver variables IBERDIR = default C:\lbertech\Aloha IBERROOT = default Aloha LOCALDIR = default C:\lbertech\Aloha SERVER = default ALOHABOH EDCPATH = default C:\lbertech\EDC PMSPATH = default C:\lbertech\PMS

TIM - Time Is Money				
Service set up TIM - Time Is Money				
	Environment Va	riables		
Collecting information	TERM	required	20	
Preparing installation	TERMSTR		TERM	
Installing	IBERDIR		C:\Ibertech\Aloha	
	IBERROOT		aloha	
Finalizing installation	LOCALDIR		C:\Ibertech\Aloha	
	SERVER		ALOHABOH	
	EDCPATH		C:\Ibertech\EDC	
	PMSPATH		C:\Ibertech\PM5	
index				
HOSPITALITY SYSTEMS		_		
			Next >	

6. Please fill in the user account with corresponding password. This should be the same user account Aloha uses for the Terms, for example ".\aloha".

Service set up TIM - Time Is M	loney			
	Network Connection			
• Collecting information	Depending your network configuration, you need to be logged in as a designated user when running the IBER(QS).EXE.			
Preparing installation				
Installing	User Principal Name			
Finalizing installation	Password			
HOSPITALITY SYSTEMS	You can always enter or change these values later on in the Advanced Properties screen of TIM .			
	<u>N</u> ext >			

7. Setup evaluation. Click 'Next>' to continue.



8. In some cases the last screen tells you to manually perform several actions to complete the installation. The setup will also create an Installation Report in the TIM/LOGS folder with manual actions to perform. Note that when you've made changes in the Environment Variables you'll need to reboot your system.

TIM - Time Is Money					
Service set up TIM - Time Is Money					
<ul> <li>Collecting information</li> <li>Preparing installation</li> <li>Installing</li> <li>Finalizing installation</li> </ul>	Annual actions to perform  - Please check the next system environment variables and correct them if necessar TERM = 20  - After correction of the above, please (re)start the TIM Service using the Windows Services Console.				
	ОК				

### Licensing TIM software

To license TIM you will need to start the TIM Backoffice application. You can do this by opening the TIM.EXE in the installation directory of your TIM server.

1. Press the



icon and select License

- 2. Press the "New Request Code" button and copy this code
- 3. Send the code by e-mail to order@indexsystems.nl
- 4. You will reveive an Activation Key which you can paste into the License
- Activation Key field
- 5. Press the Apply Activation Key button
- 6. Your product is now registered

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### **Register TIM service**

Register the TIM service under the same account as the other order entry terminals (default: Aloha user) in order to connect to Iber.

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1. Navigate to computer management > services and double click TIM service

Computer Management (Local)						Actions
System Tools			1			Services
TIM Service	Name A	Description	Status	Startup Type	Lo 🔺	More Actions
Shared Folders	Tablet PC Input Ser	. Enables Ta		Manual	Lo	
Start the service	G Task Scheduler	Enables a	Started	Automatic	Lo	TIM Service
H Performance	TCP/IP NetBIOS He	Provides s	Started	Automatic	Lo	Mary Astrony
Device Manager	G TeamViewer 8	TeamViewe	Started	Automatic	Lo	More Actions
Storage	G Telephony	Provides T		Manual	Ne	
Disk Management	G Themes	Provides u	Started	Automatic	Lo	
Services and Applications	Chread Ordering Se	. Provides or		Manual	Lo	
Q Services	TIM Service			Automatic	Lo	
WMI Control	🖓 TPM Base Services	Enables ac		Manual	Lo	
100 C 100 C 100 C 100 C	G UPnP Device Host	Allows UPn		Manual	Lo	
	Service User Profile Service	This servic	Started	Automatic	Lo	
	🔍 Virtual Disk	Provides m		Manual	Lo	
	🖓 VNC Server	Enables VN		Automatic	Lo	
	🔍 Volume Shadow Copy	Manages a		Manual	Lo	
	🖓 WebClient	Enables Wi		Manual	Lo	
	Windows Activation	. Performs		Manual	Lo	
	🔍 Windows Audio	Manages a	Started	Automatic	Lo	
	Windows Audio End	Manages a	Started	Automatic	Lo	
	🔍 Windows Backup	Provides W		Manual	Lo	
	Windows Biometric	The Windo		Manual	Lo	
	Windows CardSpace	Securely e		Manual	Lo	
	Windows Color Sys	The WcsPl		Manual	Lo	
	Windows Connect	WCNCSVC	Started	Manual	Lo I	
	Windows Defender	Protection		Manual	Lo	
	Windows Driver Fo	Creates an	Started	Manual	10	
	Windows Error Pap	Allows erro	Dianteed	Manual	10	
	Windows Event Coll	This servic		Manual	Ne	
	Windows Event Lon	This servic	Started	Automatic		
	Windows Erceval	Mindows El	Started	Automatic	Lo	
	Windows Firewai	Optimized	Started	Automatic	10	
	Windows Font Cac	Opumizes	Started	Automatic	Lo -1	1
	Windows Image Ac	Provides m	started	Automatic	10-	

2. Go to the 'Log On' tab, choose 'This account' and fill in the credentials needed to login TIM service. Click apply and restart the TIM service.

Your backoffice installation is complete.

TIM Service Properties (Local Computer)				
General Log On Record	very Dependencies	1		
Log on as:				
C Local System accour Allow service to in	<b>nt</b> nteract with desktop			
• This account:	Aloha		Browse	
Password:	•••••	•		
Confirm password:	•••••	•		
Help me configure user a	ccount log on options	]		
	ОК	Cancel	Apply	

## Setup your TIM client

### **TIM Client on iOS device**

Installing the TIM client on your iPod touch, iPhone or iPad can be done through iTunes. For more information about iTunes accounts please see http://www.apple.com/support/itunes/account/

When you have installed TIM on your iOS device, go to settings in order to setup the device to connect to the Aloha network.

- 1. Settings for TIM should be changed before using TIM client.
- By default TIM is configured to use Demo mode, turn this off in order to start using TIM.
- 3. Under hostname, enter the IP-address of the server you installed the TIM Backoffice on.
- 4. Default port is 5808 unless you have changed it, leave it as is.
- 5. Enter a descriptive name for the specific device. Use a number or naming scheme so you can easily identify individual devices.
- 6. Restart the application in order to let the changes be effective.



iPod ᅙ	11:41	* 💼 +
Settings	TIM	
GENERAL		
Demo mode	9	$\bigcirc$
INTERFACE		
Animation		
NETWORK		
Hostname	IP ADDRESS	
Port	5808	
Device Nam	ne TIM 1.8	
ABOUT		
Version		1.8.0

### **Activating devices**

Once you have installed the TIM application on your iOS device, activation in the backoffice is required. Please follow these steps:

- 1. Launch the TIM application on the iPod. A pop-up with the message: 'Device Not Allowed' will show.
- 2. Start TIM Manager by double clicking on the TIM icon in the taskbar or start TIM.exe from the TIM\BIN folder.
- A list with devices currently allowed to the Backoffice (in green) and new devices (in yellow) will appear. To allow a device access to TIM Backoffice click 'enable device'.
- 4. TIM is now correctly setup and can be used.

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board	Termi	nals 🚽 🛛 / 3 used	Devices	used, 1 new			uare A	licensej JohaTerminal: 3/5
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inals	1	53: Tim Client 3 Enabled				Disconnect		
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# Company logo's

As of TIM version 1.3 or higher, the end user is able to use his own company logo for the reversed check view or guest check e-mail. For all customer logo's please adhere to the following standard:

- 1. Logo's should be placed in the TIM>MEDIA folder.
- Logo's should have the filename LogoCLR.\*\*\* (color) or LogoBAW.\*\*\* (black and white)
- 3. Logo's should have the extension \*.BMP

Note: If a customer would like a logo on only one TIM client, the terminal number as defined in Aloha should be added to the filename.

For example: LogoCLR\_21.PNG which indicates that the logo is only shown on interface terminal 21

	HOS	de	<b>EX</b>
	Employee	INDEX	24/07/2013
	Guests: 1		10:54
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	Thank you	a for y	our visit.
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Γ.		†9/01	5 PQ

## **Emailing checks**

Version 1.4 and higher of TIM support the emailing of checks. Configuration options to enable this can be found in the TIM Backoffice/ Preferences tab.

- 1. Flag the SMTP email server.
- 2. Set you SMTP server address and port # (Set your user name and password should this be required for your SMTP server)
- 3. Flag Check email
- 4. Set your sender name and address (company name and e-mail address)
- 5. Set your subject
- 6. Set your content

Note: A \*.PDF will be generated from the guest check and will be attached to the email automatically

ro	perties 🕄 Tools			
đ	SMTP email server			
9	Server address / port			
ι	User name / password			
9	5SL required			
Ē	Check Email			
•	Sender name / address			
(	CC name / address			
E	BCC name / address			
9	Subject			
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Additional Payment Solutions				
F	Fall Back Tender required	1	~	
•	Supported solution	×	details	
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## Disable Transfer Table (Aloha 6.5 or lower)

In the TIM Backoffice advanced options the user is able to flag TIM.Transfer.Tables.Disabled. This will make sure TIM will operate correctly should you not run Aloha 6.7 or higher.

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